

**ATTENTION: Dealer Principal, Warranty Manager, Service Manager, Parts Manager**  
Freightliner Dealers – U.S. and Canada  
Western Star and Sterling Dealers – U.S. and Canada  
FCCC Dealers – U.S. and Canada  
Thomas Built Buses Dealers – U.S. and Canada  
Direct Warranty Customers – U.S. and Canada  
Detroit Diesel Distributors  
Export Distributors

Daimler Truck North America LLC

**WARRANTY CAMPAIGNS DEPARTMENT**

P.O. Box 4090

800-547-0712

Portland, Oregon 97208-4090

If you have questions about this letter, please submit your inquiry using the **WSC app on the DTNA Portal.**

REF #: ICI24-029

Effective: 07/17/24

Release: 07/17/24

**SUBJECT: SF695 – Cummins Engine Emergency Vehicle Calibration**

This letter is to inform you that Cummins Distributors and certified repair locations will be performing a field action on behalf of DTNA involving the reprogramming of the ECM. The vehicles involved are specific Freightliner Business Class M2 vehicles manufactured March 24, 2014, through October 19, 2019, with a Cummins ISB 6.7 or B 6.7 CM2350 Engine and spec'd with A85-006 'RESCUE AND EMERGENCY SERVICE'. Cummins Distributors and certified repair locations will update the ECM calibration to the correct emergency vehicle rating. A new data plate with the applicable emergency vehicle rating information will also be installed. Customers will be notified by mail and directed to a Cummins distributor for the repair. This is **not** a Daimler Trucks North America campaign and DTNA dealers will not be performing the work.

**This notice is for your information only. There is no action for dealers to take, all work will be done by Cummins locations.**

If you receive a customer inquiry regarding **Cummins Field Campaign C2403**, please direct the customer to their nearest Cummins authorized Distributor or Dealer. To locate the nearest Cummins authorized Distributor or Dealer, the customer may call the Cummins at (800) 286-6467 or visit the Cummins website, [www.cummins.com/locations](http://www.cummins.com/locations).

A copy of the customer letter is included for your reference.

*The information contained in this letter supersedes and supplements any related policies and procedures in any previously released bulletins, the Warranty Manual, and/or previously released letters. Failure to read or distribute this letter will not exempt addressees from compliance with the information contained herein.*